

1 Claims 1, 10, 19 and 26 are amended:  
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3 **1. (Currently Amended)** A method for providing context-sensitive  
4 help from a first computer to a second computer for a Web-based user interface  
5 (UI) of the first computer, the method comprising:

6 receiving a request for context sensitive help at the first computer from the  
7 second computer, the request corresponding to a first Web page of a Web-based  
8 UI of the first computer, the first Web page comprising a user-interface object, the  
9 request for context-sensitive help being based on a "What is the user-interface  
10 object?" or a "Why would I use the user-interface object?" question type, the user-  
11 interface object corresponding to a function of the first computer that is remotely  
12 operable by way of the second computer;

13 responsive to receiving the request for the context-sensitive help, the first  
14 computer:

15 determining a set of context sensitive information that corresponds  
16 to the first Web page;

17 generating a second Web page comprising the context sensitive  
18 information; and

19 providing the second Web page to the second computer for  
20 presentation.  
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1           **2. (Original)** A method as recited in claim 1, wherein the first  
2 computer is a server appliance.

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4           **3. (Original)** A method as recited in claim 1, wherein generating the  
5 second Web page further comprises:

6           generating the second Web page in a format that is compatible with a  
7 platform of the second computer, the platform comprising a hardware platform, an  
8 operating system platform, a Web browser type indication, a software version  
9 indication, a preferred language indication, an intended use of the second  
10 computer, and/or predetermined preferences of a user.

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12           **4. (Original)** A method as recited in claim 1, before receiving the  
13 request, further comprising:

14           communicating, by the first computer, a Web-based UI to the second  
15 computer, the first computer being operatively coupled over a network to the  
16 second computer, the Web-based UI comprising a first Web page corresponding to  
17 one or more predetermined functions of the first computer.

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19           **5. (Original)** A method as recited in claim 1, further comprising:  
20           responsive to determining the context sensitive help information, retrieving  
21 the context sensitive help information from one or more help files.

1           **6. (Original)** A method as recited in claim 1, before receiving the  
2 request, further comprising:

3           communicating, by the first computer, a Web-based UI to the second  
4 computer, the first computer being operatively coupled over a network to the  
5 second computer, the Web-based UI comprising a first Web page corresponding to  
6 one or more predetermined functions of the first computer, the first Web page  
7 comprising a unique ID and a persistent help object that is mapped to a URL of the  
8 first computer, the URL comprising the unique ID; and

9           wherein determining the context sensitive help information is based on the  
10 unique ID.

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12           **7. (Original)** A method as recited in claim 6:

13           wherein the URL further comprises a reference to one or more computer  
14 programs on the first computer; and

15           wherein the operations of determining the context-sensitive help and  
16 retrieving the context sensitive help are performed by the one or more computer  
17 programs that use a server-side scripting interface.

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19           **8. (Original)** A method as recited in claim 6:

20           wherein the URL further comprises a reference to one or more computer  
21 programs on the first computer; and

22           wherein the operations of determining the context sensitive help and  
23 retrieving the context sensitive help are performed by the one or more computer  
24 programs using a server-side scripting interface that generates dynamic content.  
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1           **9. (Original)** A computer readable medium comprising computer-  
2 executable instructions for performing a method as recited in claim 1.

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4           **10. (Currently Amended)** A computer-readable storage medium  
5 comprising one or more program modules for providing context-sensitive help for  
6 a Web-based user interface (UI) of a first computer to a second computer, wherein  
7 the one or more program modules comprise computer-executable instructions for:

8           receiving a request for a set of context sensitive help corresponding to a  
9 Web-based UI of the first computer, the request being received at the first  
10 computer, the Web-based UI comprising a user-interface object and corresponding  
11 to one or more functions of the first computer that are remotely operable by way  
12 of the second computer, the Web-based UI being presented on the second  
13 computer, the first computer being operatively coupled to the second computer  
14 over a network, the context-sensitive help answering a “What is the user-interface  
15 object?” or a “Why would I use the user-interface object?” question type; and

16           responsive to receiving the request, the first computer:

17                 generating a second Web page comprising the context-sensitive  
18                 help; and

19                 communicating the second Web page to the second computer for  
20                 presentation.

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22           **11. (Original)** A computer readable storage medium as recited in  
23 claim 10, wherein the first computer is a server appliance.

1       **12. (Previously Presented)** A computer-readable storage medium as  
2 recited in claim 10, wherein generating the second Web page further comprises  
3 instructions for:

4       generating the second Web page to be compatible with a platform of the  
5 second computer, the platform comprising an operating system platform, a Web  
6 browser platform, a preferred language, an intended use of the second computer,  
7 and/or predetermined preferences of a user.

8  
9       **13. (Original)** A computer-readable storage medium as recited in  
10 claim 10, wherein the computer-executable instructions further comprise  
11 instructions for:

12       communicating, by the first computer, the Web-based UI to the second  
13 computer, the first Web-based UI comprising a persistent object mapped to a set of  
14 context-sensitive help that corresponds to the one or more functions.

15  
16       **14. (Original)** A computer-readable storage medium as recited in  
17 claim 10, wherein the computer-executable instructions for generating the second  
18 Web page further comprise instructions for retrieving the context sensitive help  
19 from one or more help files.

1       **15. (Original)** A computer-readable storage medium as recited in  
2 claim 10, wherein the computer-executable instructions further comprise  
3 instructions for:

4       communicating, by the first computer, the first Web-based UI to the second  
5 computer, the first Web-based UI comprising a persistent object mapped a set of  
6 parameters comprising a set of context-sensitive help corresponding to the one or  
7 more functions, a URL of the first computer, and a unique ID corresponding to the  
8 first Web-based UI; and

9       wherein the computer-executable instructions for receiving the request  
10 further comprise instructions for:

11       receiving the request at the URL, the request comprising the unique ID; and

12       wherein the computer-executable instructions for generating the second  
13 Web page further comprise instructions for:  
14       identifying the context sensitive help based on the unique ID.

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16       **16. (Original)** A computer-readable storage medium as recited in  
17 claim 10, wherein the first Web page further comprises a reference to one or more  
18 computer programs on the first computer; and wherein the computer-executable  
19 instructions for generating the second Web page further comprises instructions for:

20       generating the second Web page with a server-side scripting interface for  
21 generating dynamic content that is identified by the one or more computer  
22 programs .  
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1       **17. (Canceled).**

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3       **18. (Original)**   A computer comprising a processor that is operatively  
4 coupled to one or more computer-readable storage media as recited in claim 10,  
5 the processor being configured to execute the computer program instructions.

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7       **19. (Currently amended)**   A system for providing context-sensitive  
8 help for a Web-based user interface (UI), the system comprising:

9       a memory comprising a set of computer-executable instructions; and

10       a processor coupled to the memory, the processor being configured to  
11 execute the computer executable instructions for:

12               communicating the Web based UI to a different system for  
13 presentation;

14               responsive to receiving a request for context sensitive help,  
15 determining a set of context-sensitive help that corresponds to the Web-  
16 based UI, the Web-based UI comprising a user-interface object, the request  
17 for context-sensitive help requesting a "What is the user-interface object?"  
18 or a "Why would I use the user-interface object?" answer type, the Web-  
19 based UI corresponding to one or more functions of the system that are  
20 remotely operable by way of the different system;

21               encapsulating the context sensitive help into a Web page that is  
22 compatible with a platform of the different system; and

23               communicating the context-sensitive help embedded in the web page  
24 to the different system for presentation.

1           **20. (Original)** A system as recited in claim 19, wherein the Web-  
2 based UI further comprises a persistent help object that is programmed, responsive  
3 to user selection, to communicate a context-sensitive help request message to the  
4 system.

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6           **21. (Original)** A system as recited in claim 19, wherein the Web-  
7 based UI further comprises a persistent help object that is programmed to send,  
8 upon selection, a context-sensitive help request message to a URL that identifies  
9 the system.

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11           **22. (Previously Presented)** A system as recited in claim 19, wherein  
12 the Web-based UI further comprises a persistent help object that is programmed,  
13 responsive to user selection, to communicate a context-sensitive help request  
14 message to the system, the context-sensitive help request message comprising a  
15 unique ID corresponding to the Web-based UI, and wherein the computer-  
16 executable instructions for determining further comprise instructions for:

17           identifying the context-sensitive help based on the unique ID.  
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19           **23. (Original)** A system as recited in claim 19, wherein the computer-  
20 executable instructions for determining further comprise a server-side scripting  
21 interface for returning dynamic content to the system and wherein the context-  
22 sensitive help is dynamic content.  
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1           **24. (Original)** A system as recited in claim 23, wherein the server-  
2 side scripting interface is selected from a set of scripting interfaces comprising a  
3 Common Gateway Interface and/or an Internet Server Application Program  
4 Interface.

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6           **25. (Canceled).**

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8           **26. (Currently Amended)** A user interface embodied in a  
9 computer-readable storage medium for providing context-sensitive help for a  
10 remote user interface (UI), the user interface comprising:

11           a first area in a web page for displaying, on a first device, a remote UI that  
12 corresponds to a second device, the remote UI comprising a user-interface object  
13 and corresponding to at least one function of the second device that is remotely  
14 operable by way of the first device; and

15           a second area within the first area for providing a context-sensitive help  
16 control for accessing a set of context sensitive help to answer a "What is the user-  
17 interface object?" or a "Why would I use the user-interface object?" question type.

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19           **27. (Original)** A user interface as recited in claim 26, wherein the  
20 context-sensitive help control is a representation of a question mark.

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22           **28. (Original)** A user interface as recited in claim 26, wherein the  
23 context-sensitive help control is mapped to a URL that comprises a unique ID that  
24 corresponds to a particular Web page of the Web-based UI, the unique ID  
25 referencing the context-sensitive help.

1       **29. (Original)** A user interface as recited in claim 26, wherein the  
2 context-sensitive help control is mapped to a URL comprising a reference to a  
3 computer program module and one or more parameters for the computer program  
4 module, the one or more parameters being a combination of parameters  
5 comprising a unique ID corresponding to the Web-based UI, an operating system,  
6 a Web browser, a software version indication, and/or a language, the computer  
7 program module and the one or more parameters being used by the second device  
8 to identify, retrieve, and/or modify the context-sensitive help.

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10       **30. (Original)** A user interface as recited in claim 26, wherein the  
11 second device is a server appliance.

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13       **31. (Original)** A computer comprising a processor that is operatively  
14 coupled to a memory comprising computer-executable instructions for displaying  
15 a user interface as recited in claim 26.  
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